



May 18, 2012

### **This Week:**

- Community meetings – mark your calendars!
- Fauntleroy/Vashon/Southworth customers – two boat service May 21-22
- PNW Regional Economics Conference
- Latest on-time performance data
- New advertiser on Seattle/Bainbridge route
- Ferry tale
- Customer compliment

### **Community meetings – mark your calendars!**

We held our first community meeting Thursday night on Bainbridge Island. I appreciate the customers and community members who took the time to attend. We discussed legislative session, new ferries, plans for Colman dock, performance measures, liquefied natural gas as a potential fuel for the fleet, and vehicle reservations. I want to say a special thanks to the representative from the [Alaskan Way Viaduct Replacement Project](#) for presenting and answering questions about construction. Next week, we will be in Southworth (Monday), Vashon Island (Tuesday) and Bremerton (Thursday). For a full list of meeting dates, locations and materials, visit the community meetings [Web page](#).

### **Fauntleroy/Vashon/Southworth customers – two boat service May 21-22**

Due to necessary vessel repairs and inspections, the Fauntleroy/Vashon/Southworth route will operate on a two-boat schedule on Monday, May 21, and Tuesday, May 22, with the 90-car Sealh and the 124-car Kitsap. The two-boat schedule is available [online](#). Please plan ahead for travel. I appreciate your patience as we ready the third vessel for service.

### **PNW Regional Economics Conference**

On Thursday afternoon, I was invited to attend the Pacific Northwest Regional Economics Conference. I joined former Washington State Secretary of Transportation Doug MacDonald in a discussion about issues concerning the Washington state ferry system. I appreciated the opportunity to present and answer questions.

### **Latest on-time performance data**

WSF completed 13,067 sailings in April and 97.2 percent of those sailings were on time. Many thanks to the WSF terminal staff and vessel crews for their efforts to get ferry customers to their destinations safely and on time. Congratulations to the Pt. Defiance/Tahlequah, Seattle/Bremerton, Edmonds/Kingston, and Mukilteo/Clinton routes which were all within the 99<sup>th</sup> percentile. You can read the on-time performance for all the routes [online](#).

### **New advertiser on Seattle/Bainbridge route**

New [advertisements](#) featuring The North Face now appear on both the Tacoma and Wenatchee ferries on the Seattle/Bainbridge Island route. These advertisements bring in much-needed non-farebox revenue. For more information on how to advertise with WSF visit us [online](#).

### **Ferry tale**

Where were you May 18, 1980? Read the latest ferry tales on our blog: ["Just" a volcanic eruption!](#)

**Customer compliment**

I received a compliment from a customer of the Seattle/Bainbridge Island ferry route. I want to thank WSF ticket agent Eian Kaine for his excellent customer service.

*[We] were taking the Seattle to Bainbridge Island Ferry on May 2nd, at 15:32 and Seller 1106 [Eian Kaine] was a fantastic representative for the Washington State Ferries. I wanted to write and tell you that we both walked away from the ticket office, in shock and remarking, that he was the nicest Ferry Ticket Agent that we had ever met! ...He should be the poster-child to a great Ticket Agent for the Washington State Ferries (and we have purchased many a ferry ticket in our time). It is amazing that such a simple conversation, can make such a positive impression on the Ferry System, and to travelers in general...Our thanks and appreciation,*

**Next Week:**

- [Community meetings](#) in Southworth (May 21), Vashon Island (May 22), Bremerton (May 24)
- National public works luncheon
- Alaskan Way Viaduct coordination meeting
- Briefing to North Mason Chamber of Commerce

David Moseley's weekly updates are available on the WSDOT Ferries Division website at [www.wsdot.wa.gov/ferries/weekly](http://www.wsdot.wa.gov/ferries/weekly).

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